

FIG. 1A: STRUCTURE OF AN INDOC TOOL

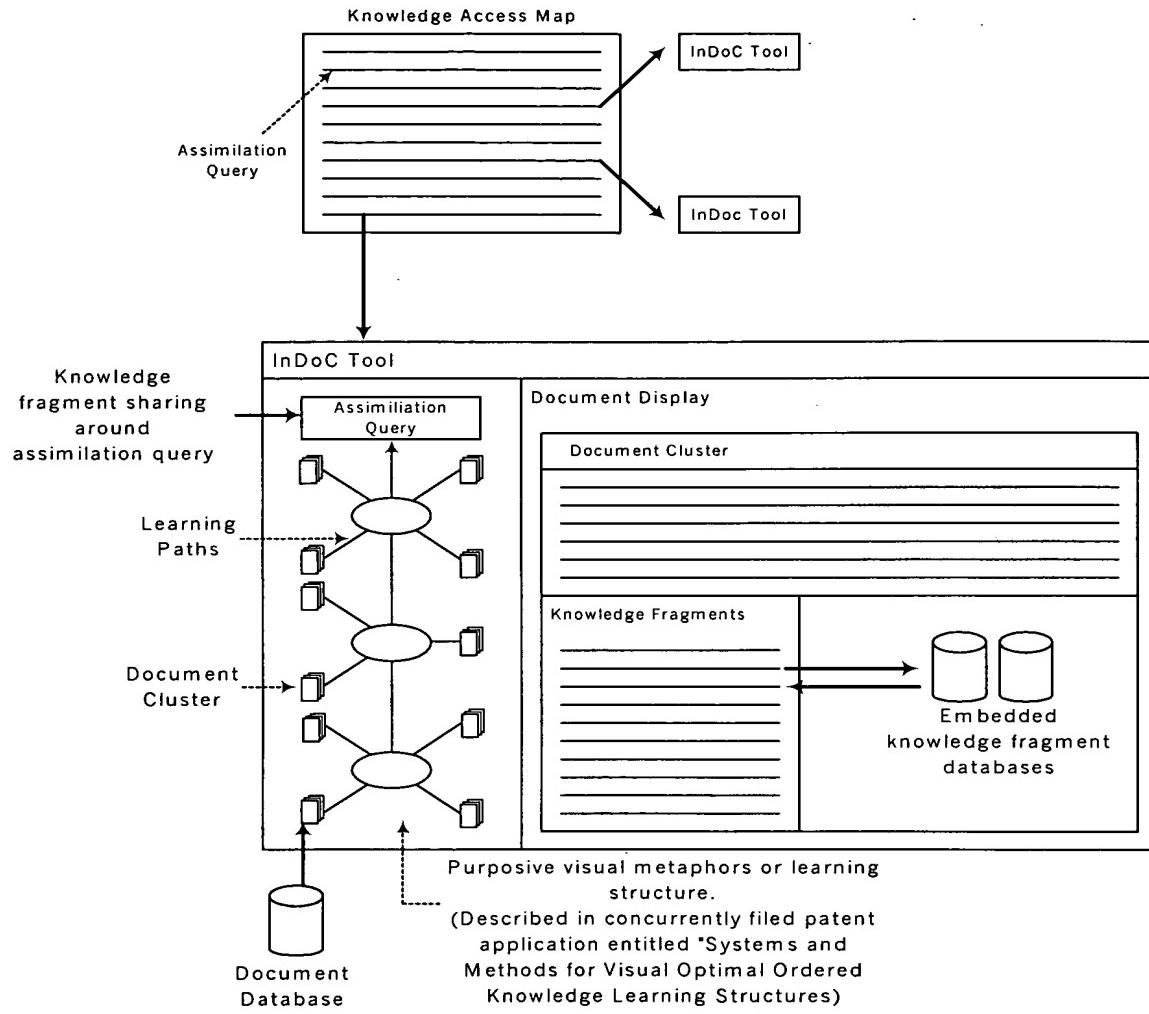


FIG. 1B: EXAMPLE OF AN INDOC TOOL

Knowledge Encounter Map

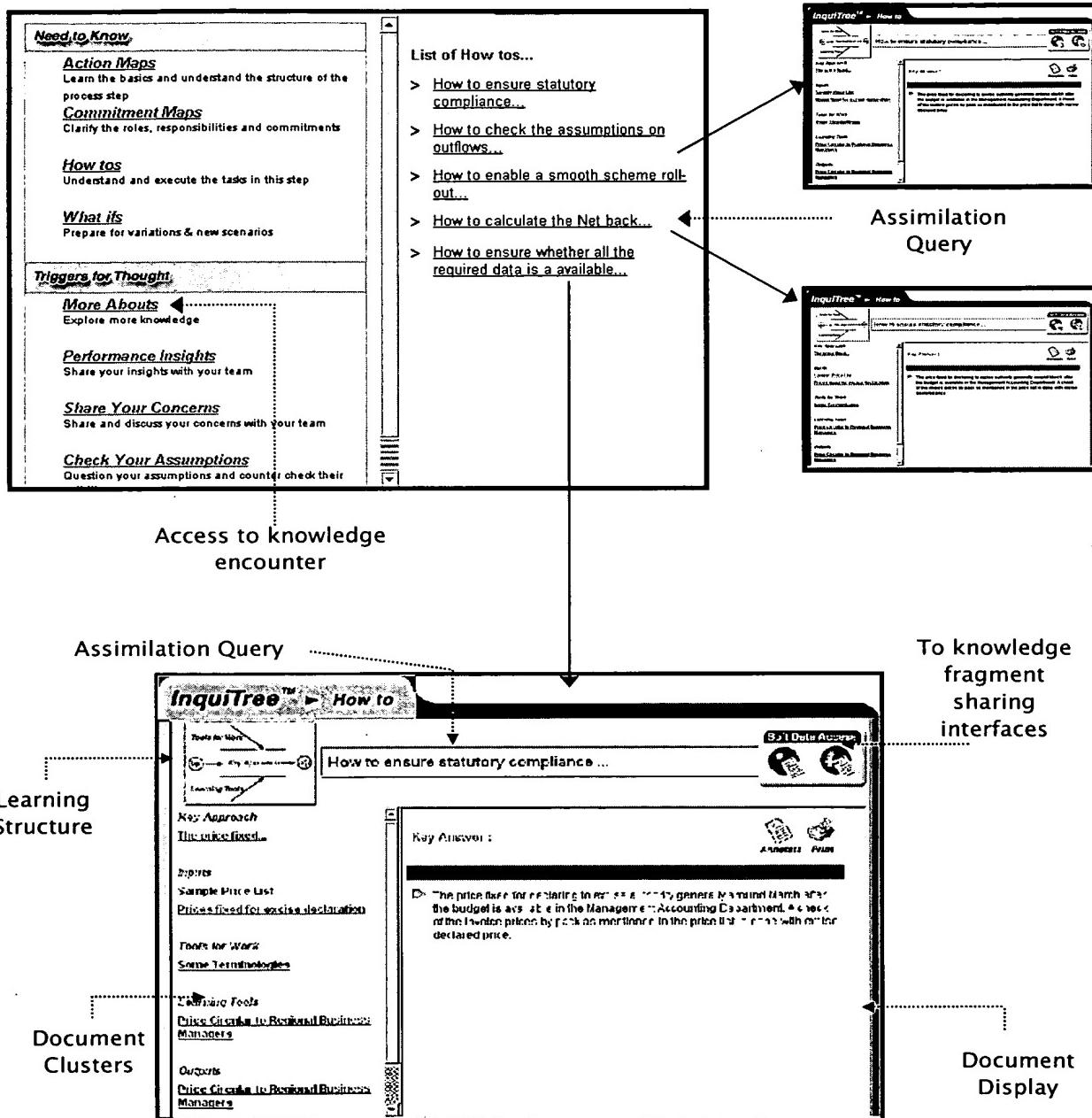
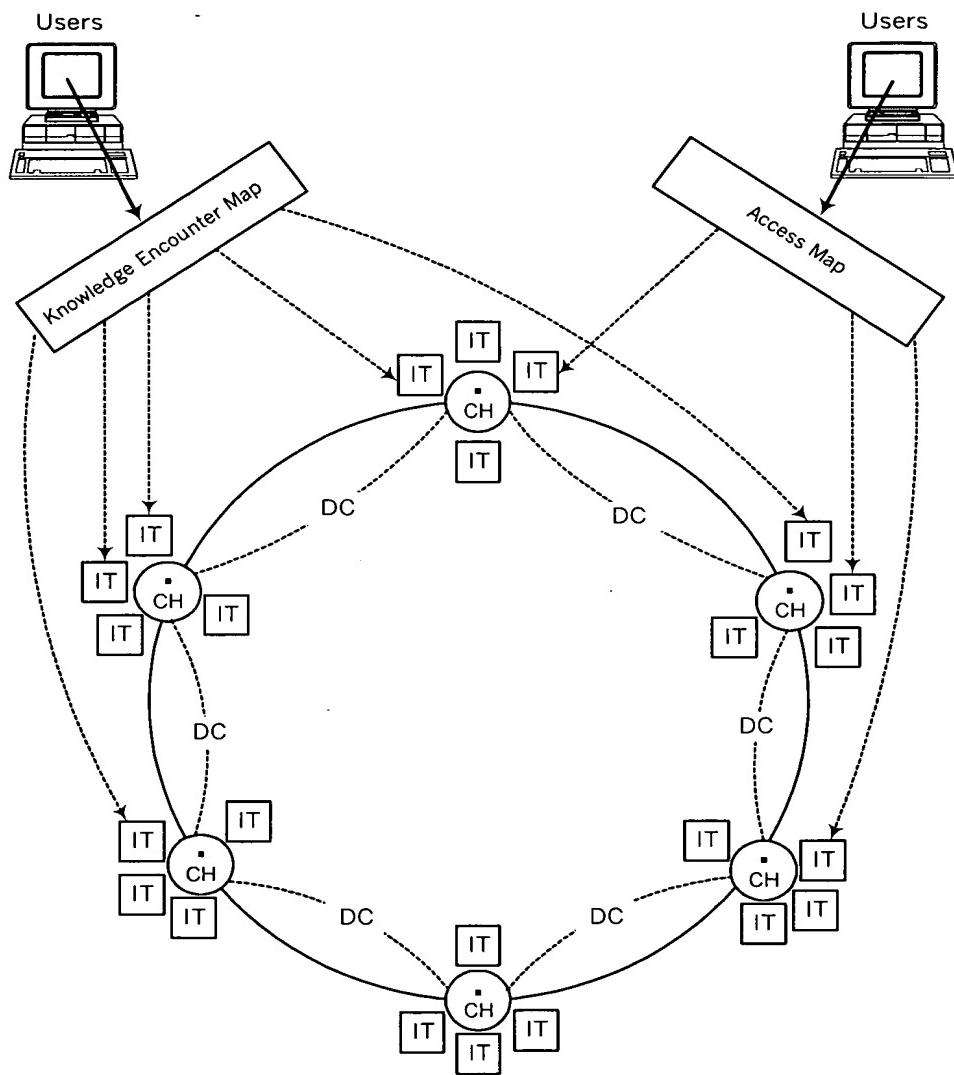


FIG. 2: COMPONENTS OF INDOC NET



1. Users are able to select appropriate InDoC Tools (IT), through the knowledge encounter maps or access maps. They can add and access knowledge fragments.
2. The fragments are stored in the Content Hubs (CH) and transmitted across the system.
3. This transmission is, using a communication protocol based on "dimensions of concern" (DC)

FIG. 3: INDOC OPERATIONS

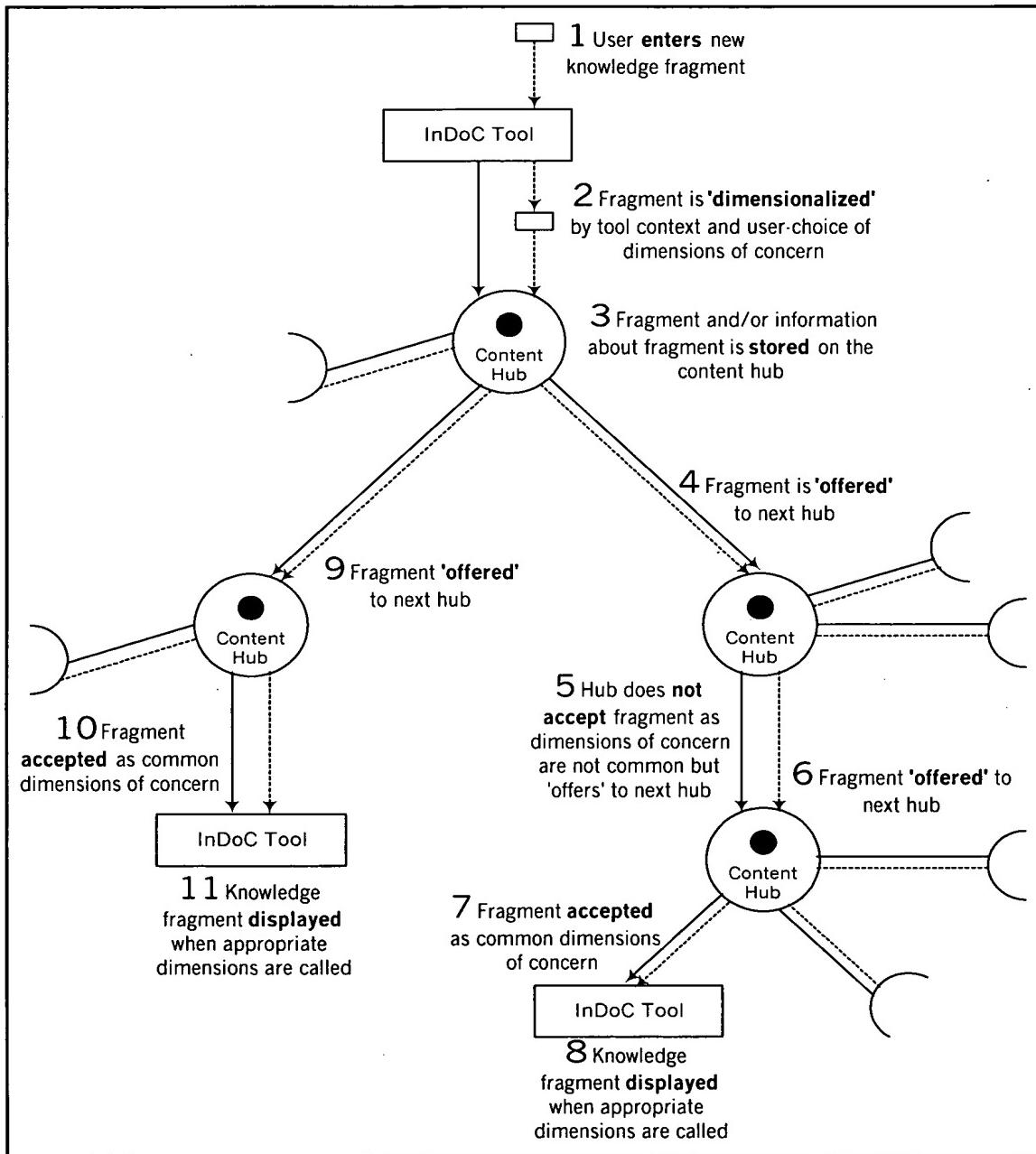


FIG. 4: EXPERIENCE SHARING INTERFACES

Latest Concerns | Concerns Archives

Latest Concerns

- >How do we reduce costs in this step? - Host : Rohit Sinha; Date : 05/04/01
- >How can we increase the speed in adoption of the scheme? - Host : Gautam Desai; Date : 22/02/01

Concerns Archives

- >How do we reduce costs in this step? - Host : Rohit Sinha; Date : 05/04/01
- >How can we increase the speed in adoption of the scheme? - Host : Gautam Desai; Date : 22/02/01
- >How can we improve feedback cycles? - Host : Amit Kulkarni; Date : 14/01/01

Share your Concerns

How do we reduce costs in this step ?
Host: Rohit Sinha; Date: 05/04/01. If we can plan well ahead and estimate costs in the range of

Responses

- ▷ Communication
- ▷ Keeping sc
- ▷ Going into t

Share your Concerns

How do we reduce costs in this step ?
Host: Rohit Sinha; Date: 05/04/01. If we can plan well ahead and estimate costs in the range of

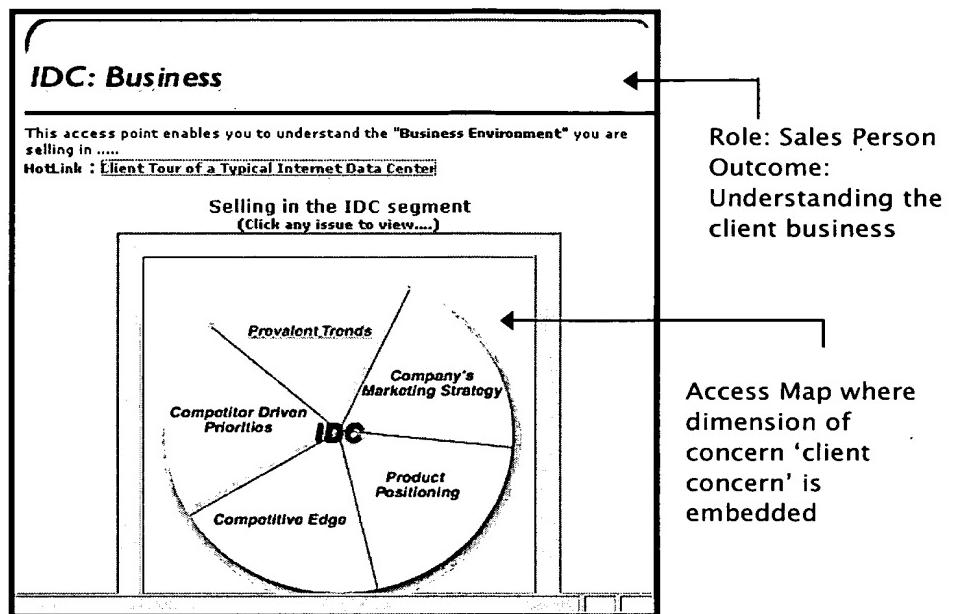
Response By : Name Surname
Date : 19/01/02

Enter Response :

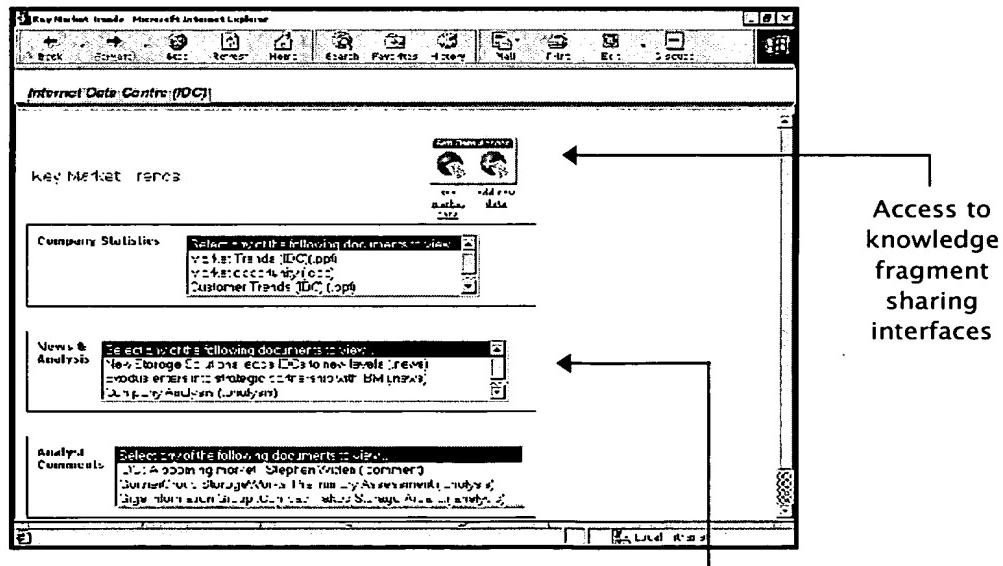
Submit Cancel

FIG. 5: EXAMPLE OF INDOC OPERATIONS

5.1:

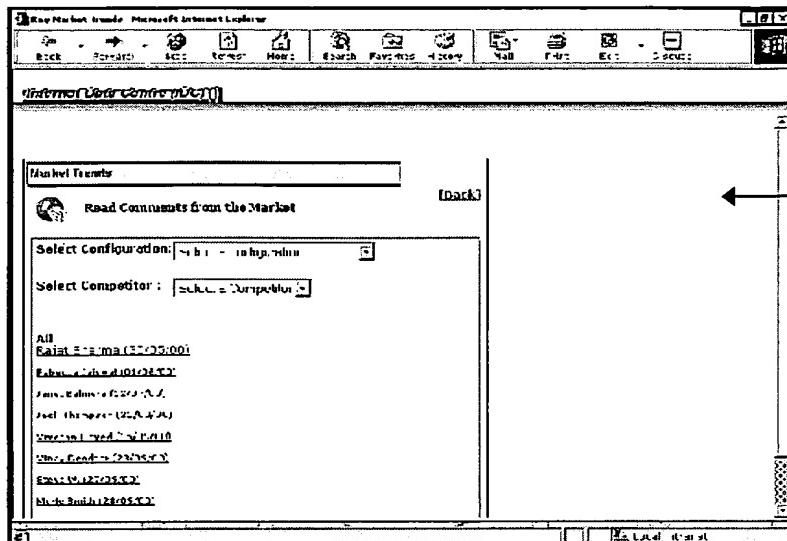


5.2:



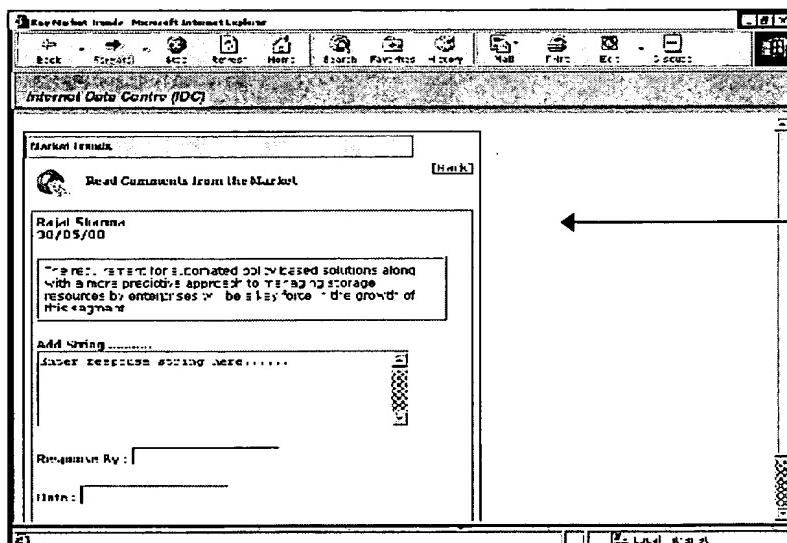
Document clusters delivered around access map outcome 'understanding the client business' for a sales person

5.3:



- Orthogonal dimensions of concern
- Client concern (embedded)
 - Configuration (optional)
 - Competitor (optional)

5.4:



View knowledge fragments and append strings to existing fragments

5.5:

Point of use
'understanding client market trends'

Add new knowledge fragments and choose dimensions of concern at one point of use

- Client concern (embedded)
- Configuration (optional)
- Competitor (optional)

5.6:

Product Interest	Solution Interest
► Disk Drives	► Bi-directional data rep mgr
► Storage Enclosures	► Departmental DataSafe
► RAID controllers	► Enterprise Backup Solution
► RAID Storage Systems	► Network Attached Storage
► Storage Software	

Access map where 'configuration is embedded'

Role: Sales Person
Outcome: Knowing the product being 'sold'

5.7:

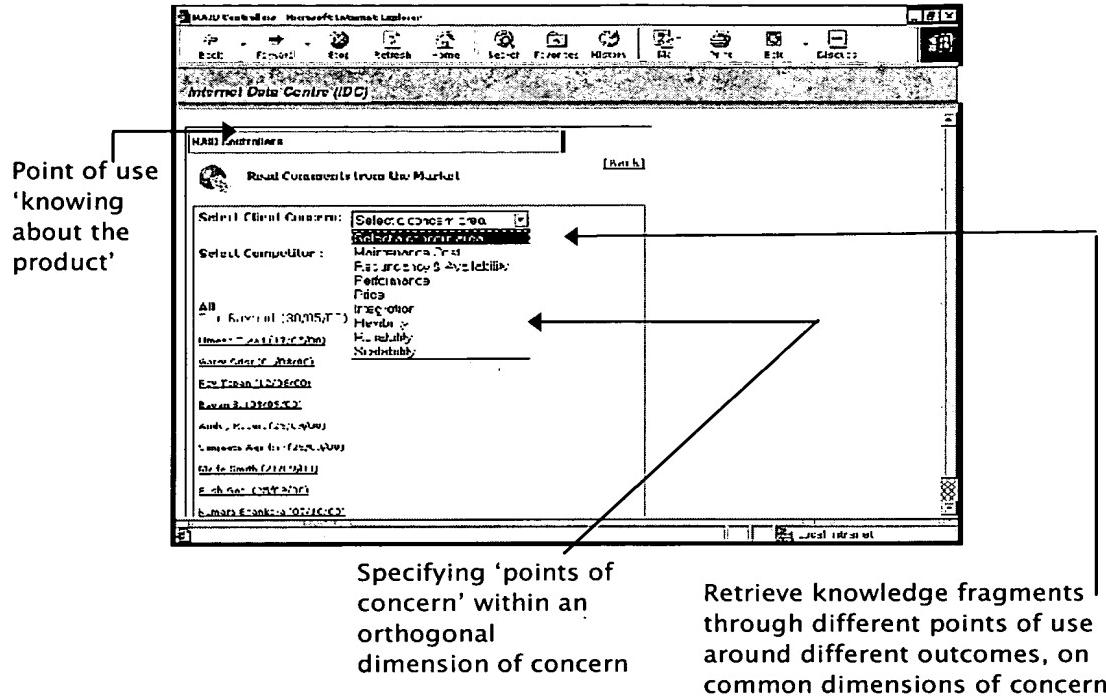
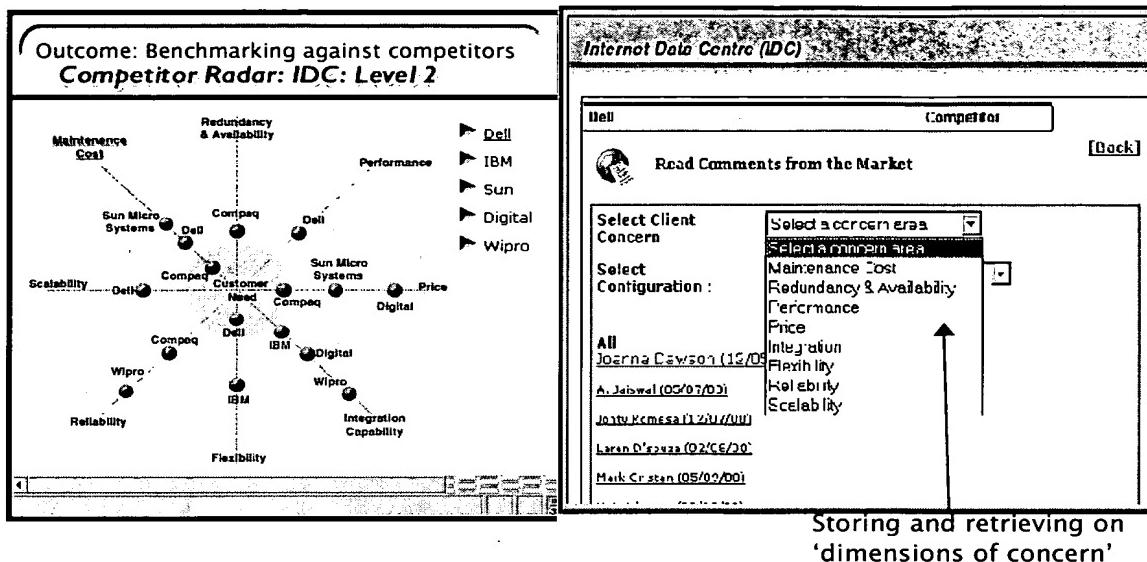


FIG. 6A: EXAMPLE OF KNOWLEDGE SHARING AT THE 'STRUCTURE LEVEL'



Storing and retrieving on 'dimensions of concern'

FIG. 6B: EXAMPLE OF KNOWLEDGE SHARING AT THE 'CONTENT LEVEL'

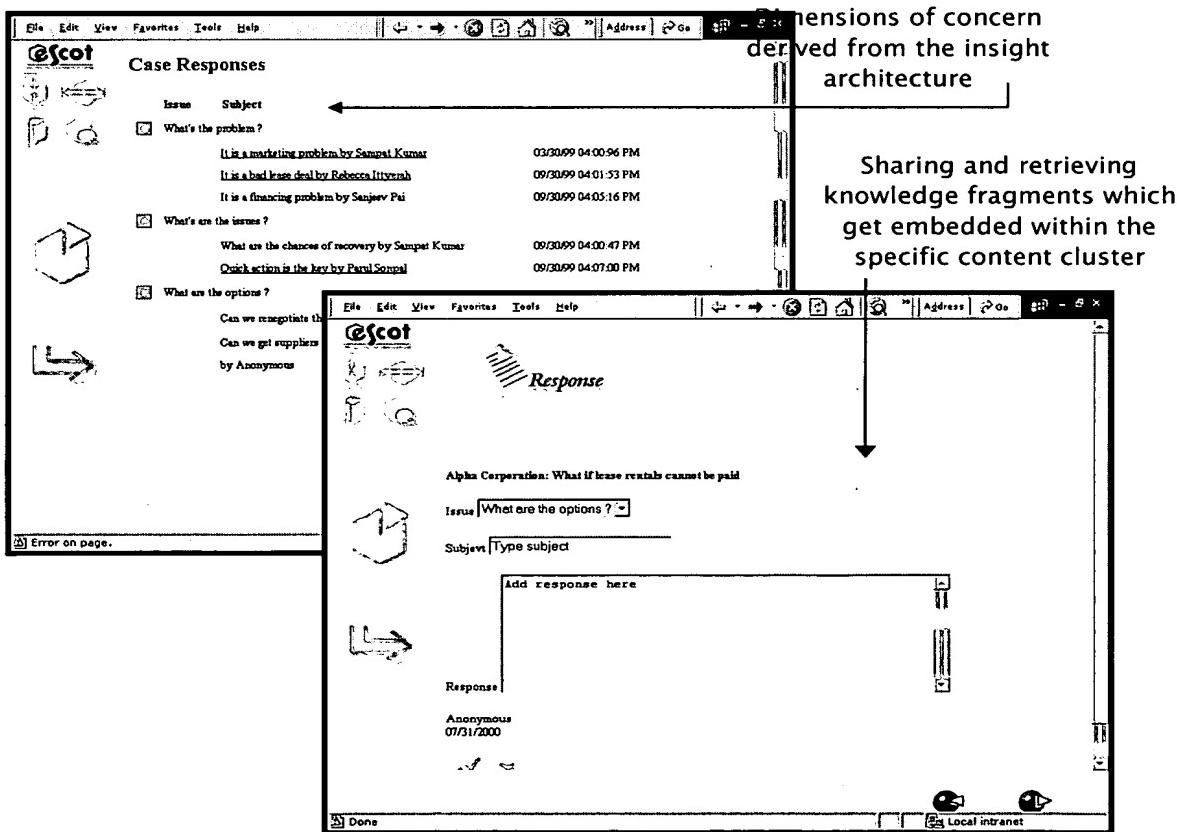
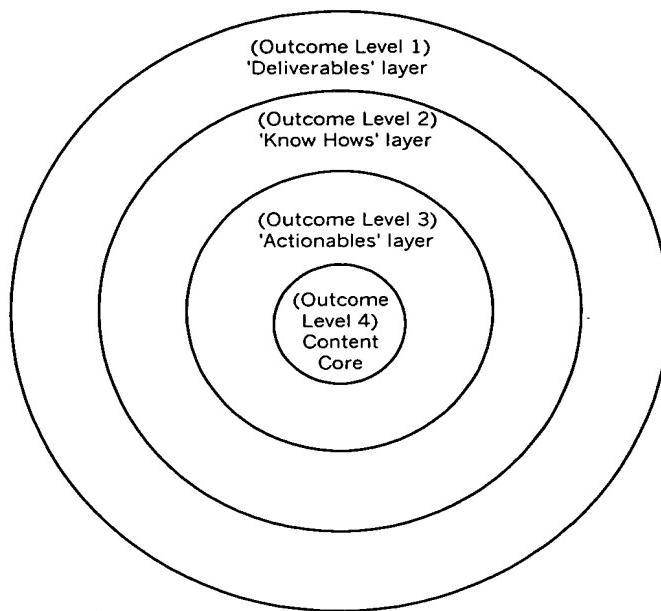
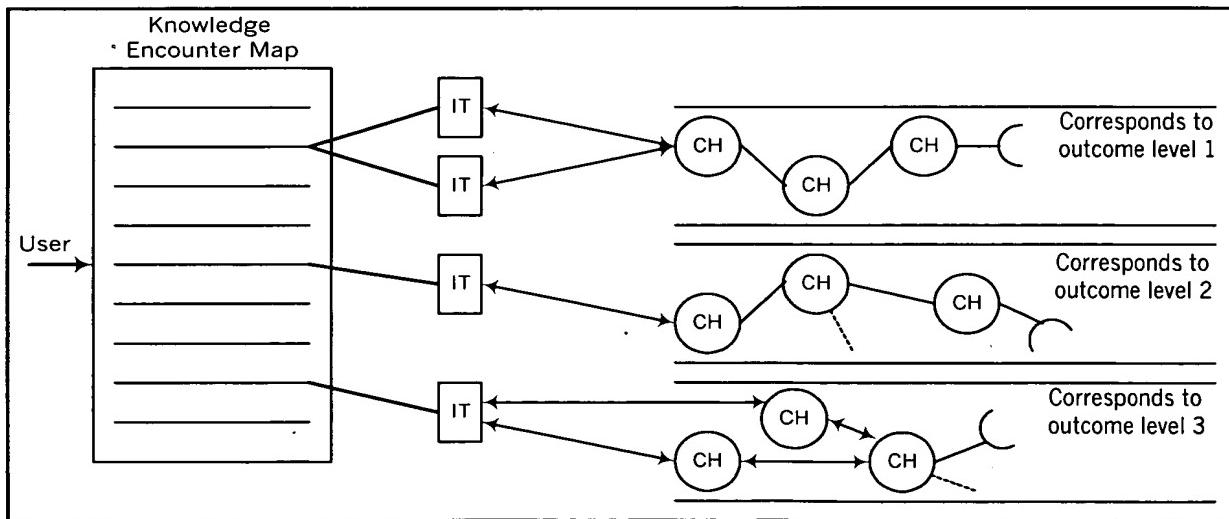


FIG. 7: DISTINCT SHARING LAYERS BASED ON OUTCOME LEVELS/PERSPECTIVES FOR ANY ORGANIZATION

7.1: Layers



7.2: Content Sharing in each Layer

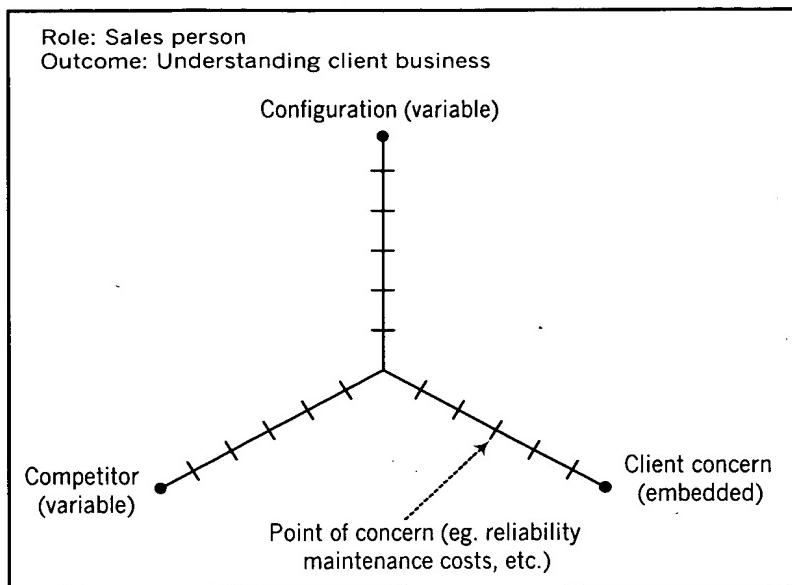


IT: InDoC Tool

CH: Content Hub

FIG. 8: BASIS FOR KNOWLEDGE FRAGMENT SHARING PROTOCOL

8.1: Dimensions of Concern



8.2: Example

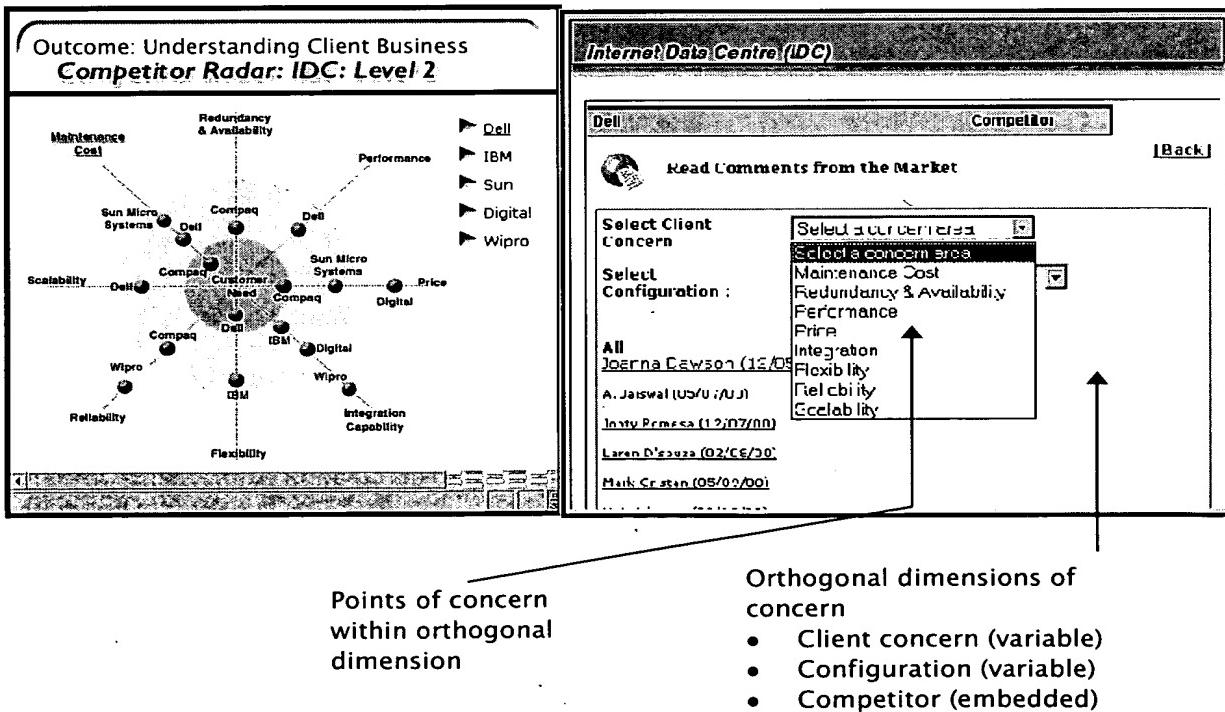
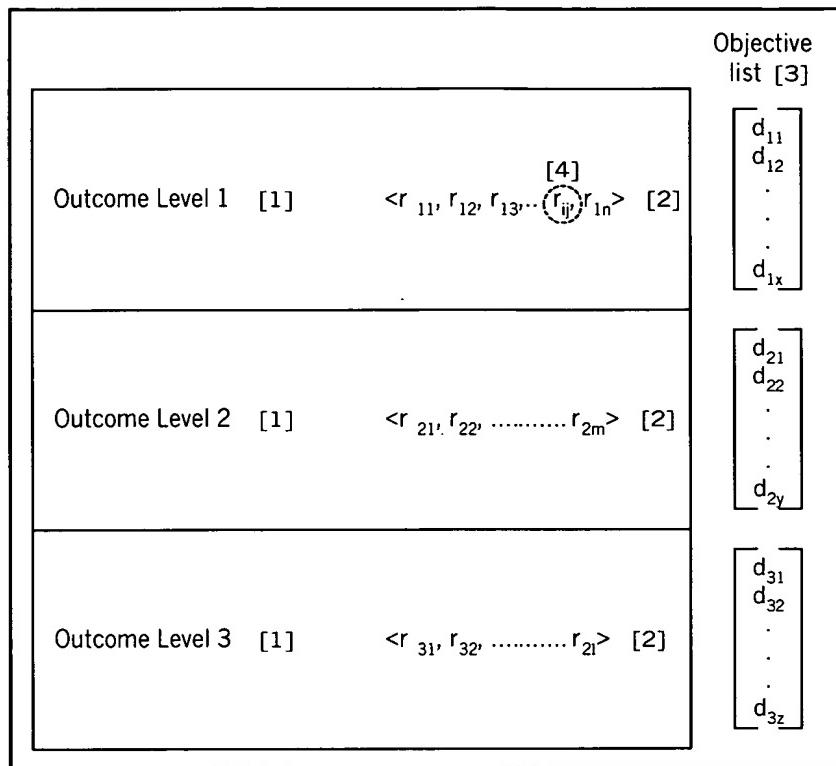


FIG. 9: LAYERED APPROACH TO IDENTIFY KNOWLEDGE SHARING PROTOCOL



- [1] Knowledge sharing takes place within an outcome level, defined by a role perspective.
- [2] Each outcome set is made up of 'view sets', each having a set of outcomes
 $r_{ij} \equiv \langle o_1, o_2, \dots, o_p \rangle$
- [3] Each outcome level, has a universal 'objective list' comprising of dimensions of concern relevant to that level.
- [4]
 - A view set has one or more orthogonal dimensions of concern from the objective list within that level, relevant to it

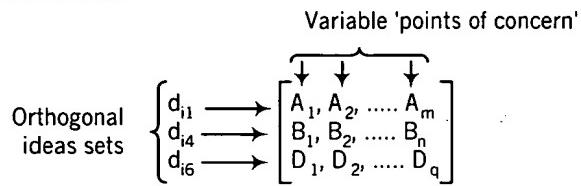
$$r_{ij} \longleftrightarrow \begin{bmatrix} d_{i1} \\ d_{i4} \\ d_{i6} \end{bmatrix}$$

- This orthogonal set of dimensions is applicable to all the outcomes within that view set.

$$r_{ij} \equiv \begin{bmatrix} o_1 \\ o_2 \\ \vdots \\ o_p \end{bmatrix} \longleftrightarrow \begin{bmatrix} d_{i1} \\ d_{i4} \\ d_{i6} \end{bmatrix}$$

FIG. 9.1

- Each dimension of concern is an idea set comprising of numerous 'points of concern' which may be variable.



- Sharing of knowledge fragments takes place on common dimensions of concern.

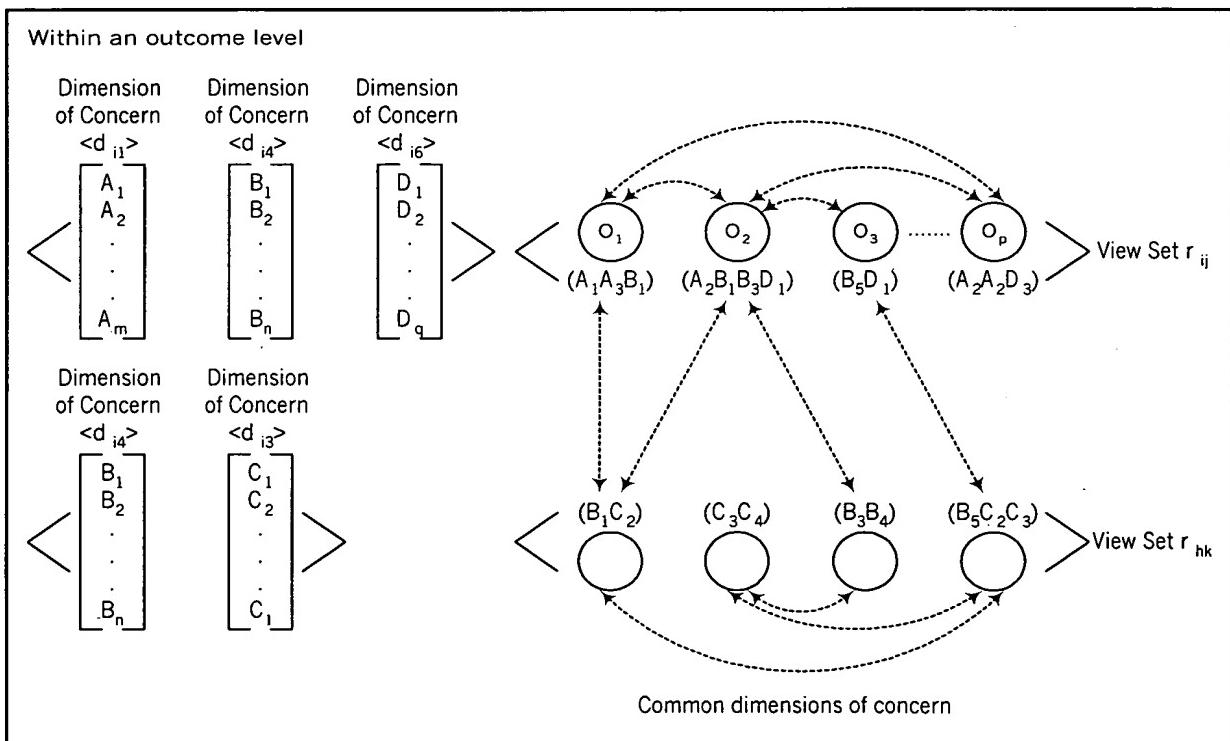


FIG. 10: FUNCTIONS OF THE CONTENT HUB

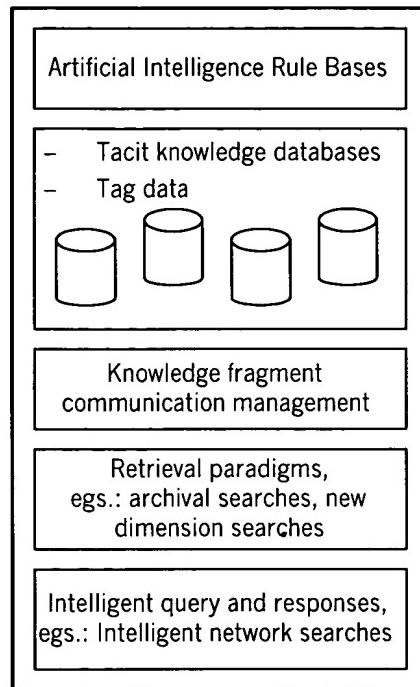


FIG. 11: SPECIALIZED INDOC NET EMBODIMENTS

11.a: Case Studies

11a.1:

Alpha Corporation: What if lease rentals cannot be paid

The Managing Director of Alpha Limited, V.R. Verma, is a worried man. Two years ago, he had started to set-up a mini alloy steel plant purchasing the land for the factory entirely from his own funds. It had totally exhausted personal funds but he thought the future rewards worth taking that risk. Didn't he have a signed contract for selling his entire production? 20,000 tonnes p.a. for the next 5 years to the country's largest automobile manufacturer, India Motors, who intended to use the steel for making the various components of its new car, then in the initial stages of field testing and expected to hit the road in another 18 months. He had obtained on lease from Industrial Finance Company, the entire plant and machinery to the tune of Rs.100 crores without any security other than the plant itself. His lease rental schedule, which seemed Industrial Finance a gross return of about 23 percent, was just what suited his company's projected cash flows. (See Exhibit 1)

Exhibit 1

Year (end of)	Lease Rental (Rs. Crores)
0	—
1	35
2	35
...	...

11a.2:

Case Responses

Issue Subject

What's the problem?

- It is a marketing problem by Sampat Kumar 09/30/99 04:00:56 PM
- It is a bad lease deal by Rebeca Iltvrah 09/30/99 04:01:33 PM
- It is a financing problem by Sanjeev Pai 09/30/99 04:03:16 PM

What's the issue?

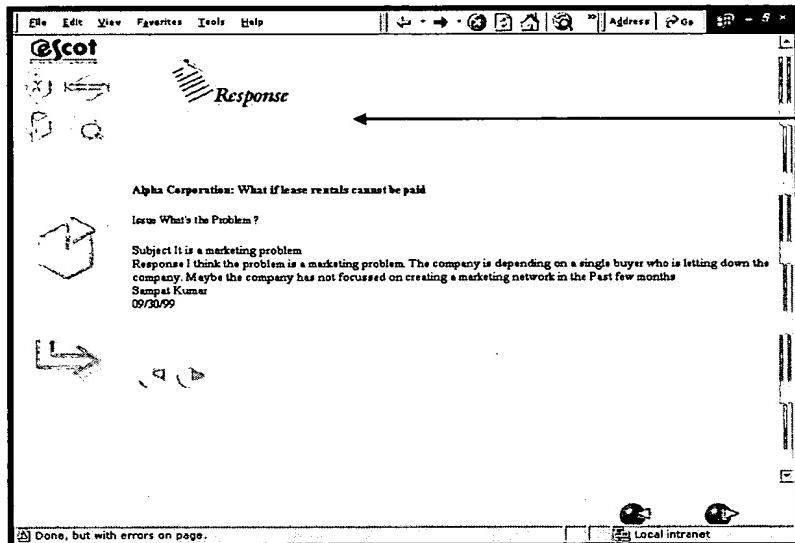
- What are the chances of recovery by Sampat Kumar 09/30/99 04:00:47 PM
- Quick action is the key by Parul Sonpal 09/30/99 04:07:00 PM

What are the options?

- Can we renegotiate the lease deal? by Sanjeev Pai 09/30/99 04:05:44 PM
- Can we get suppliers credit in some form? by Parul Sonpal 09/30/99 04:07:23 PM
- by Anonymous 10/1/99

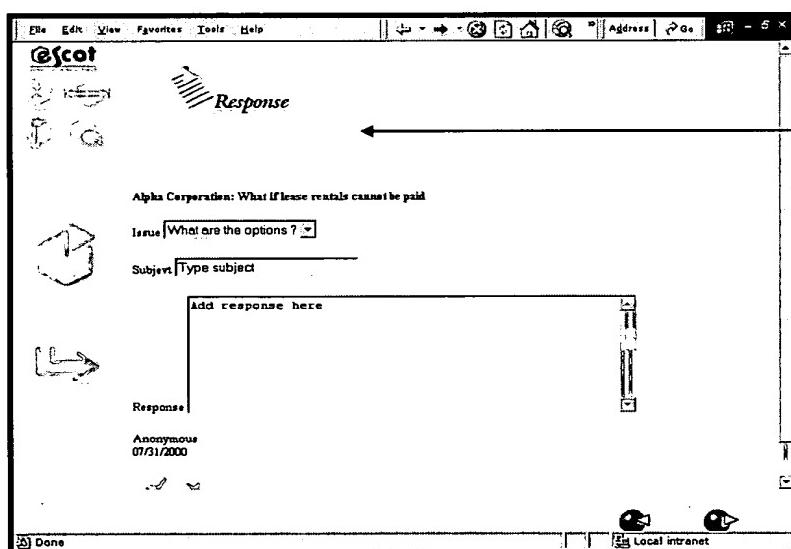
Dimensions of concern derived from the insight architecture

11a.3:



Retrieve tacit knowledge fragments embedded in the document cluster

11a.4:



Add tacit knowledge which gets embedded into the document cluster in the content structure

11.b: Learning History

11b.1:

The screenshot shows a web browser window titled "Learning History". The interface includes a navigation bar with links like "File", "Edit", "View", "Favorites", "Tools", and "Help". On the left, there are icons for "New Post", "Edit", "Delete", and "Search". The main content area is titled "Learning History" and contains a list of posts organized by category:

Category	Title	Author	Date
Problem Faced	Replacing ownership of company vehicles with lease deal in head office.	Sampat Kumar	09/30/09
Suggestion	Replacing ownership of company vehicles with lease deal in head office.	Sampat Kumar	09/30/09
What went wrong?	Replacing ownership of company vehicles with lease deal in head office.	Sampat Kumar	09/30/09
Better Idea	Leasing out of unused company premises at Delhi	Rebecca Iuyerah	09/
Suggestion	Leasing out of unused company premises at Delhi	Rebecca Iuyerah	09/

At the bottom, there are buttons for "This Page", "Print", "Search", and "Local intranet".

Dimensions of concern derived from the insight architecture

11b.2:

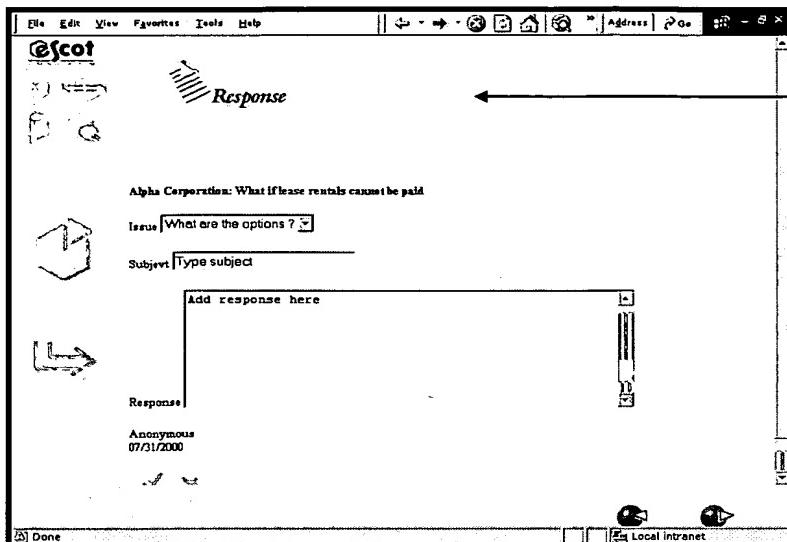
The screenshot shows a web browser window titled "Response". The interface includes a navigation bar with links like "File", "Edit", "View", "Favorites", "Tools", and "Help". On the left, there are icons for "New Post", "Edit", "Delete", and "Search". The main content area is titled "Response" and contains a document cluster:

Alpha Corporation: What if lease rentals cannot be paid
Issue What's the Problem?
Subject It is a marketing problem.
Response I think the problem is a marketing problem. The company is depending on a single buyer who is letting down the company. Maybe the company has not focussed on creating a marketing network in the Past few months
Sampat Kumar
09/30/09

At the bottom, there are buttons for "This Page", "Print", "Search", and "Local intranet".

Retrieve tacit knowledge fragments embedded in the document cluster

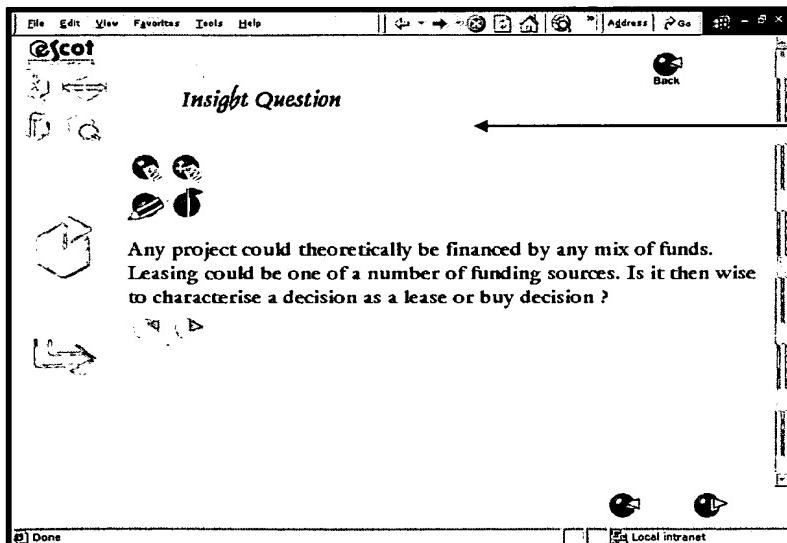
11b.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

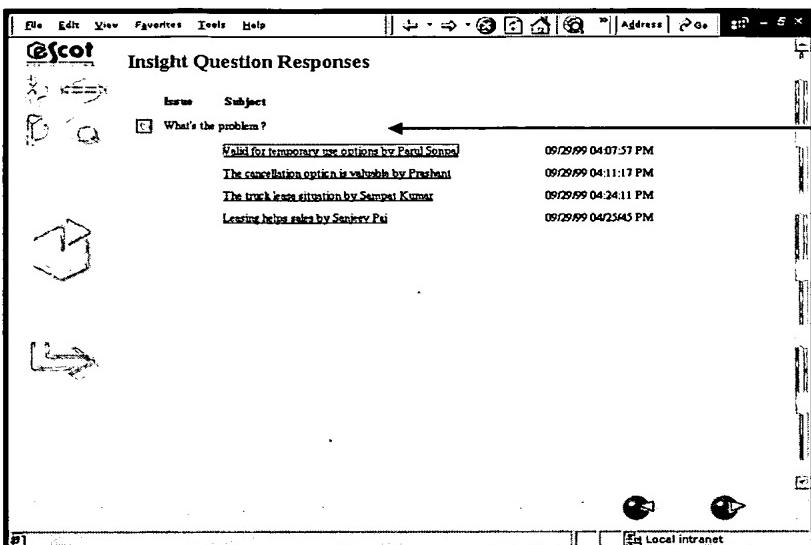
11.c: Insight Questions

11c.1:



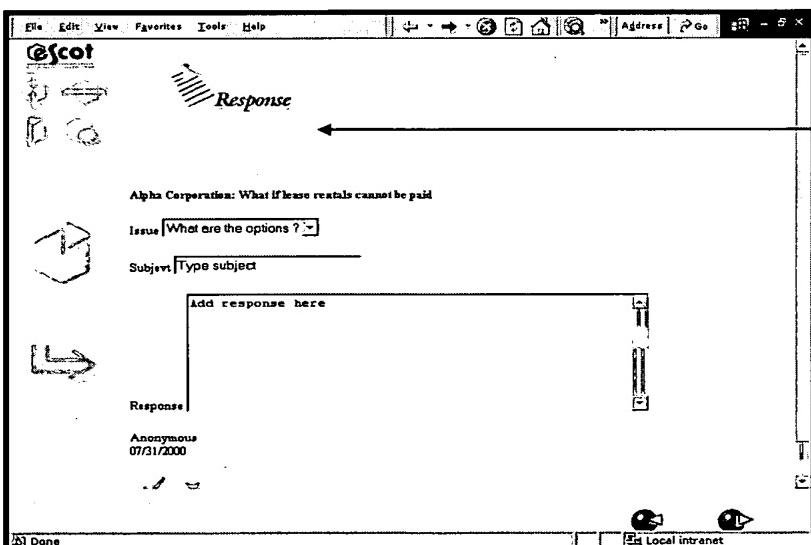
Dimensions of concern derived from the insight architecture

11c.2:



Retrieve tacit knowledge fragments embedded in the document cluster

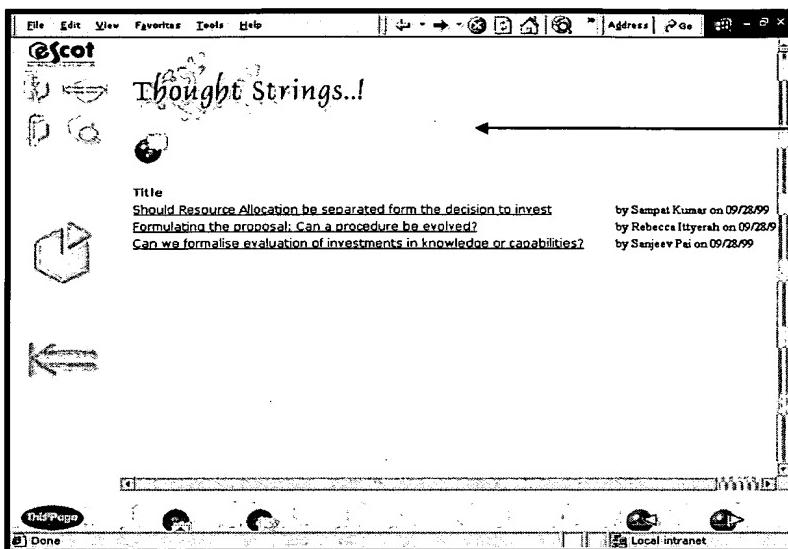
11c.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

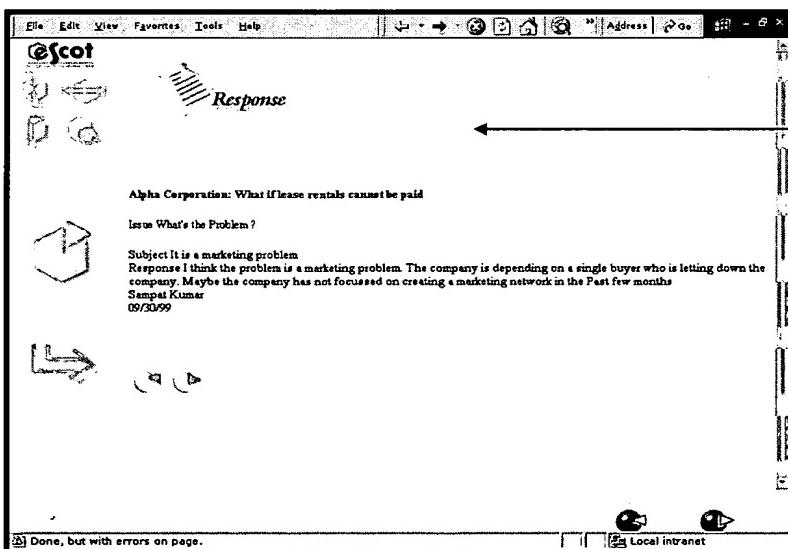
11.d: Thought String

11d.1:



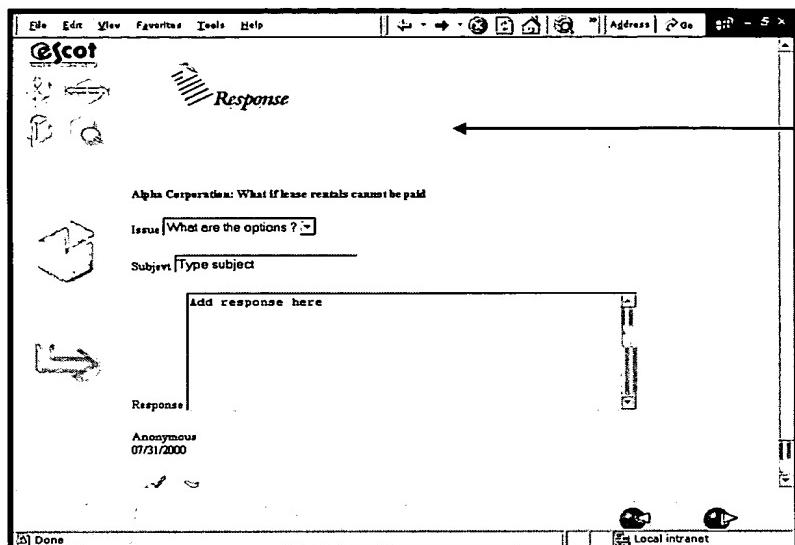
Dimensions of concern derived from the insight architecture

11d.2:



Retrieve tacit knowledge fragments embedded in the document cluster

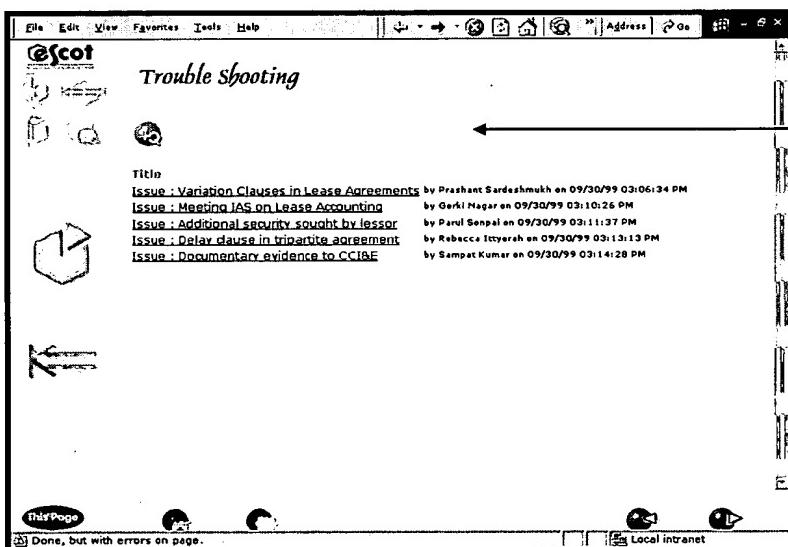
11d.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

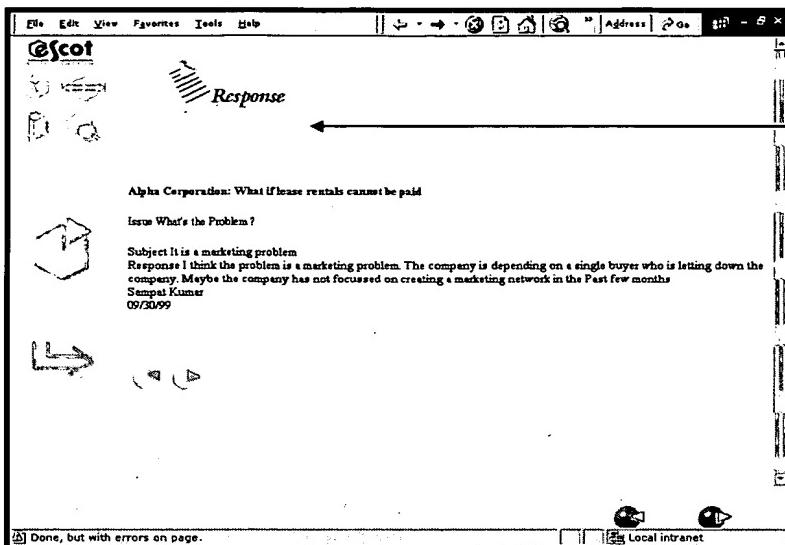
11.e: Trouble Shooting

11.e.1:



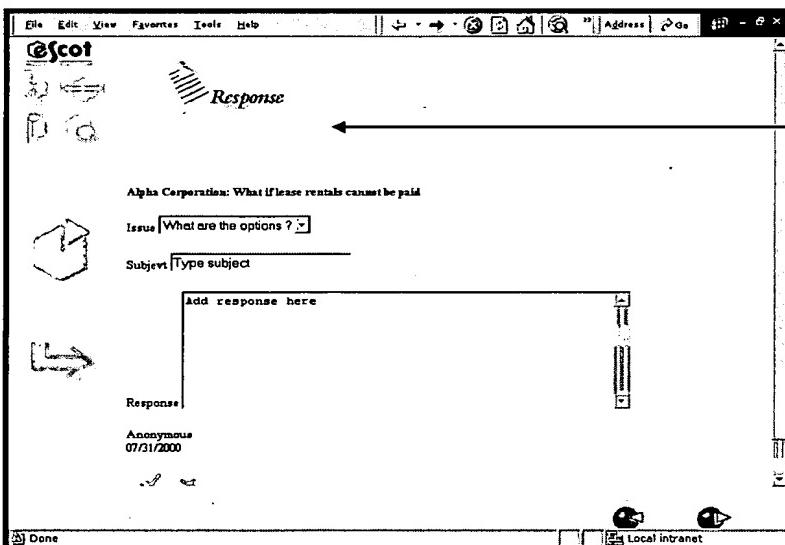
Dimensions of concern derived from the insight architecture

11e.2:



Retrieve tacit knowledge fragments embedded in the document cluster

11e.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

FIGURE 12: INTELLIGENT CONTENT AGENTS: AGENT CLASS – INQUITREE: TOOL DESCRIPTION “WHAT IF”

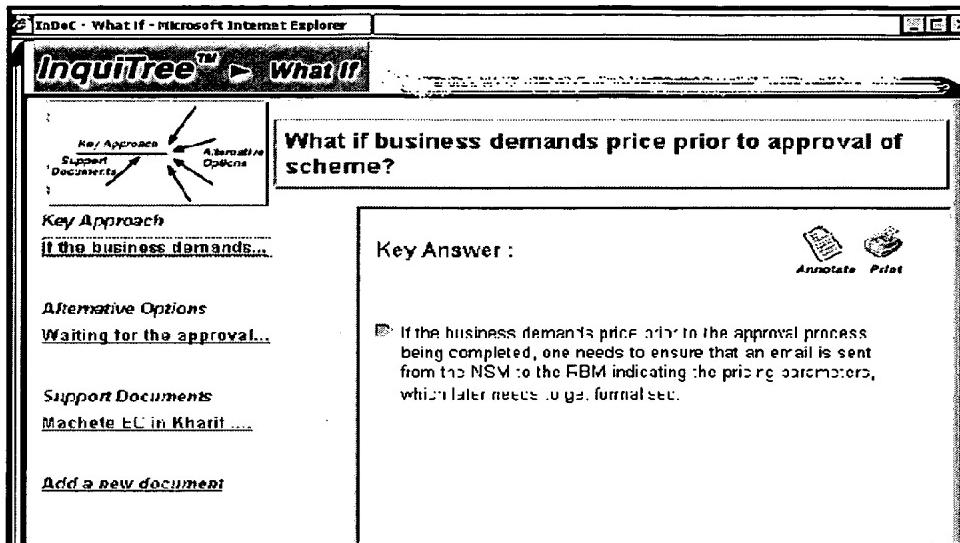


FIGURE 13: RADAR METAPHOR TOOL (EMBODIMENT COMPETITOR RADAR)

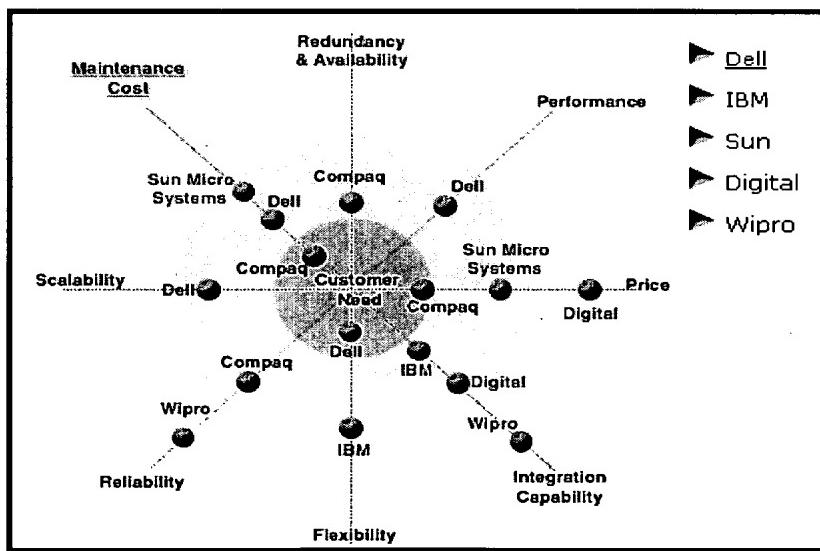


FIGURE 14 A : KNOWHOW DISTRIBUTION IN COMMUNITY OF PRACTICE

Each structure set representing a knowledge transfer protocol

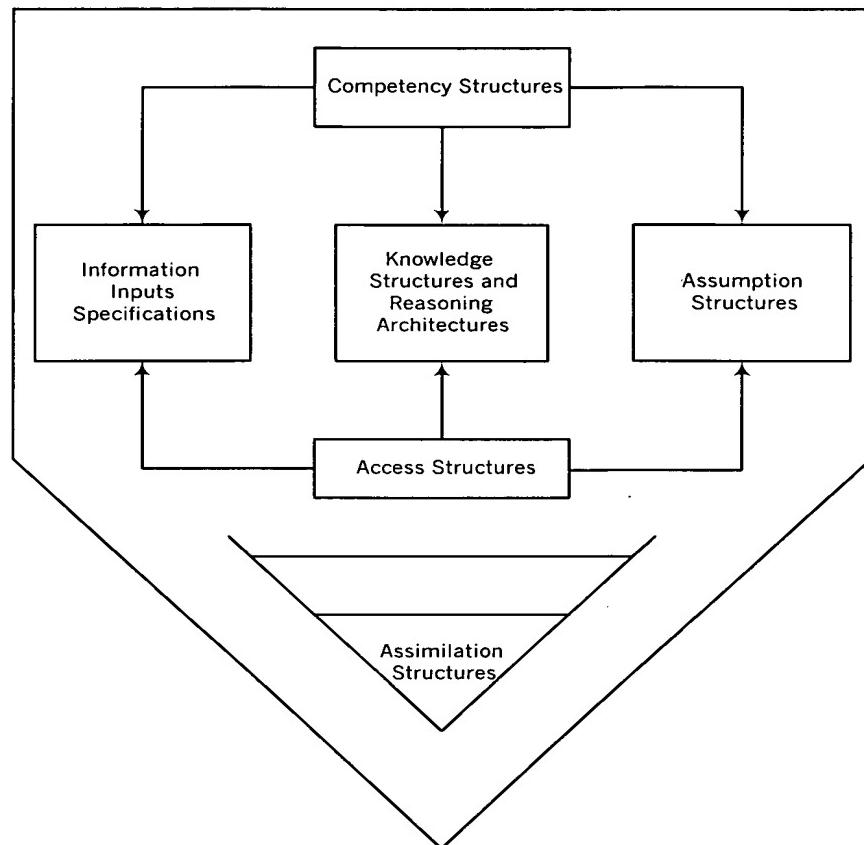


FIGURE 14 B: INTELLIGENT CONTENT HUBS BASED ON THE SHARING LAYERS DESCRIBED ABOVE

